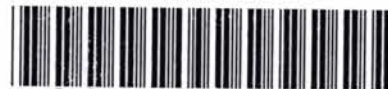


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Arizona Corporation Commission

Utilities Complaint Form

Investigator: Michael Buck **Phone:** <<< REDACTED >>> **Opinion Date:** 1/16/2020
Opinion Number: 2020 - 161455
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/16/2020 3:11 PM

First Name: Kimberly **Last Name:** Sisk **Account Name:** Kimberly Sisk
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85023
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>> **DOCKETED**

Company: Arizona Public Service Company

JAN 23 2020

Nature Of Opinion

DOCKETED BY

Docket Number: E-01345A-19-0236

Docket Position: Against

The Arizona Corporation Commission's mission is to ensure safe, reliable, and AFFORDABLE utility services. The ACC Commissioners are failing to meet this mission! PNW - Pinnacle West Capital Corporation's (Entity ID: 01730097) primary income is from APS. Arizona Public Service Company is a subsidiary of Pinnacle West Capital Corporation, which is a vertically-integrated electric utility that provides retail or wholesale electric service to the State of Arizona, with the exceptions of about one-half of the Phoenix metropolitan area, the Tucson metropolitan area and Mohave County in northwestern Arizona. Pinnacle announced in approximately December, 2019 a Quarterly Dividend of \$0.7825 per share. There were approximately 112.41 million shares listed in this article (www.reuters.com/companies/PNW). This equates to about \$87 million dollars paid to shareholders in dividends for "a quarter"! Let that sink in - a quarter - so dividends are paid "4" times a year!! This is profits from 1.2 million Arizona APS customers!!! PNW's 3rd Quarter Report attached shows HUGE profits and complaining that the earnings were down "slightly" from the same period a year ago. PNW states that Arizona ranks among the fastest growing territories in the U.S. with Maricopa County being the fastest-growing county. PNW has a public conference call scheduled for February 21, 2020 at 11:00 a.m. - Eastern Time to discuss the 4th Quarter and full-year 2019 Earnings. You can register to attend conference call at www.pinnaclewest.com. APS is making profits to give to PNW. The ACC is supposed to protect the public. APS has already increased the cost of electric to a point of causing financial hardship on most customers. When the Commission approved the rate increase in 2017 and APS changed the package options and basically no matter which option you chose - it is costly! It increased without warning and without any concern or care for the customer and affordability. The package I am currently on has the peak hours from 3:00 p.m. to 8:00 p.m. - Monday to Friday. These are the exact hours (thus why it is the "peak" hours) that most families are returning home, making dinner, taking baths, etc. The only way to "save" costs is to have my child stay up late to take a bath, eat late, and having myself stay up late doing laundry, etc. I can't afford to have a normal after-work routine with my family. Don't even start me on the summer costs from APS. I save money on the air conditioning only to spend some of the savings on extra deodorant. My family is cranky, hot, and sweaty most of the summer due to the already high costs of electric. If APS increases my monthly cost 6% (average 95.5% of the customers will experience a 3-6% monthly increase), this would equate to approximately \$217.00 a year/\$18.00 a month. There is a chance that I might fall into the 0.13% group that would experience between 8-11% monthly increase. This would equate to approximately \$400.00 a year/\$33.00 a month. In the 2017 vote, it was apparent that Commissioners held little regard for public affordability. I hope this time it is different. I do not intend to file a Motion to Intervene as there are several already and I feel confident they will do a great job. I will attend the Public Hearing on July 17, 2020 and provide my public comments. I generally do not get involved, but the past 2 years have been a financial struggle for me and part of the equation is the cost of electric. I am bothered most weekday evenings from 3:00 p.m. to 8:00 p.m. It is stressful! On top of that when I spoke with APS about trying to afford my monthly electric bill, it was suggested to break up the "peak" charges by

starting my dinner at 6:15 p.m. verses 6:00 p.m. - if it were going to bake for 30 minutes. This would cause my peak times to be spread over "2" peak marks. Seriously - what the heck?!?!? This is what it has resorted to in today's time to use electric at an affordable cost!!!! God help us if APS is not capped at some point in making a profit for PNW off of our backs! If the ACC is truly doing its mission, then a rate reduction would be justified under the current situation. The 2017 rate hike should never have been approved in the first place and the public should not be "test subjects" - ever! The ACC was created to prevent the gauging of customers for basic utilities. I have no option but to pay APS for electric. The ACC is the only protection the 1.2 million and growing customers have against PNW/APS. Please protect us!

Investigation

Date:	Analyst:	Submitted By:	Type:
1/16/2020	Michael Buck	Telephone	Investigation

Entered into the record and docketed. Closed.

From: Michael Buck
Sent: Thursday, January 16, 2020 3:11 PM
To:
Cc: Michael Buck <MBuck@azcc.gov>
Subject: Comment / APS

Dear Ms. Sisk,

Your comments regarding Arizona Public Service ("APS") have been received and will be filed in Docket Number E-01345A19-0236. If you wish to intervene in a case before the Commission, please use the following link <http://azcc.gov/hearing/how-to-intervene-in-a-case>.

Respectfully,

Michael Buck
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Arizona Corporation Commission
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www.azcc.gov